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W-03512A-07-0019  
W-03512A-06-0613  
W-03512A-07-0100

Arizona Corporation Commission  
1200 W. Washington St.  
Phoenix, AZ 85007

RECEIVED September 5, 2007

2007 SEP 10 A 10: 52

Gentlemen:

AZ CORP COMMISSION  
DOCKET CONTROL

Brookes Utilities has supplied water to our property at 5663 Chaparal Lane, in Pine, AZ. for over three years. I am writing to ask for your help to remedy a specific problem we have with Brookes Utilities, and also to ask for your help in providing aggressive oversight over Brookes Utilities' cavalier attitude and abusive use of their monopoly towards the water users of Pine and Strawberry.

On August 29, I arrived at our property and to my surprise I had no water at the property. To add insult to my predicament, my dog was sprayed by a skunk soon after my arrival. I called Brookes Utility at Noon and they said that they would send someone out to check for problems. After waiting until 4:00 pm with a stinking dog and still no water I called again, and found that their office was already closed. I spoke to someone in their after hours department and had to explain again that I had no water and assure them that the water was turned on correctly. They again said that they would send someone out to check. At 6:15 pm a service person finally showed up, only to discover that Brookes had turned off the water service to the property. After turning it back on, I asked him to find out why it had been turned off. He called his office and was told that there was no record of the water being turned off and that they had no idea why this had happened. In my opinion, this is an unacceptable answer.

For over three years we have used about \$3.00 of water per month and pay \$18.68 per month for the privilege of Brookes supplying us with water. Although I have never complained before, during these three years we normally have no water for at least an hour every day we are at the property. Beginning two months ago, we started getting a water hauling surcharge of approximately \$10.00 a month on top of the other monthly charges. So we are paying \$33.00 a month for about \$3.00 worth of water, and having to cope with sporadic water outages and now their arbitrary shut off of our water with no notice or explanation. Worst of all, there seems to be no concern for their error!

Surely, paying eleven times the amount of water used is not right. Yet Brookes Utilities is un-checked and seems to be punishing the homeowners and businesses of Pine and Strawberry. They seem to prefer to haul water so that they can charge exorbitant surcharges. I hope that you will look critically into the financial benefit received from hauling water and find out who is benefiting from this.

Sincerely,  
Sally and Jeff Niblock  
3920 E Lupine  
Phoenix, AZ 85028

Arizona Corporation Commission

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cc: KRTS mayes

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